



## **IT SERVICES CONSULTANT I/II**

### **Purpose:**

To actively support and uphold the City's stated mission and values. To assess, troubleshoot, and follow established guidelines to solve hardware, software, and networking problems and to provide primary and secondary technical assistance to all departments via phone, remote network technology and on-site customer support.

### **Supervision Received and Exercised:**

Receives supervision from the Information Technology Supervisor; supervisory or management staff.

### **Distinguishing Characteristics:**

#### **IT Services Consultant I**

To provide Tier 1 support for the Data Center and Service Desk.

This is the entry-level class in the Technical Support Technician series. This class is distinguished from the Technical Support Technician II by the performance of the more routine tasks and duties than those performed by the Technical Support Technician II. This level will receive guidance from a Technical Support Technician II for training, assistance, and mentoring.

#### **IT Services Consultant II**

To provide Tier 1 and Tier 2 support for the Data Center and Service Desk.

This is the full journey level within the Technical Support Technician series. Employees within this class are distinguished from the "Technical Support Technician I" by the performance of more complex assignments. Employees at this level receive only occasional instruction and assistance as new and unusual situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the "Technical Support Technician I" once the employee is performing work at the journey level, is off probation, and meets the minimum qualifications for the class.

## **Essential Functions:**

- Assist in maintaining the City's Business Continuity Program including but not limited to; Disaster Recovery, Emergency Preparedness, and ISERT Plans. This includes performing daily data backups using enterprise wide backup/recovery software.
- Monitor and verify successful execution of batch processes utilizing multiple automated job schedulers. Verify successful transmission/receipt of electronic file transfers to various financial institutions.
- Monitor environmental conditions in Data Center and Satellite Locations via environmental monitoring tools and ensure all security procedures are followed and enforced within the Data Center.
- Operate and monitor end user computer and network systems, as well as other peripheral computer equipment.
- Provide remote and on-site technical support to city departments, both local and global telecommuters, regarding use of workstation application software, workstation hardware & related peripherals, collaboration technology, enterprise voicemail system, and the virtual desktop environment.
- Install operating system software for the City's workstation computers and perform software installations and upgrades on-site or using remote network technology tools.
- Work with other IT workgroups to resolve incidents and document in the incident management system.
- Assist in the configuration of workstation computers, laptops, network printers, hand-held wireless devices, VPN connectivity, IP addresses, proxy settings, and installation of workstation hardware and software upgrades.
- Assist in evaluating and making recommendations regarding computing resources for application performance, software application usage and future upgrade needs, and recommend improvements and modification to, computer system software models used on city workstations.
- Create and administer network logins and email accounts. Manage user groups, and apply file access rights.
- Provide 24/7 on-call support coverage.

## **Minimum Qualifications:**

### **Experience:**

#### **IT Services Consultant I**

Two years of Service Desk Tier 1 support of desktop hardware and software. Possess the ability to use and understand technical manuals and documentation.

#### **IT Services Consultant II**

Three years of Service Desk Tier 2 support of desktop hardware and software on an enterprise network. Possess the ability to use and understand technical manuals and documentation.

### **Education:**

#### **Both levels:**

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in computer information systems or degree related to the core functions of this position.

### **Licenses/Certifications:**

#### **IT Services Consultant I**

Possession of, or required to obtain within 6 months of hire, certification in related computer technologies as appropriate (e.g. Microsoft, CompTIA A+).

Requires the possession of a valid driver's license.

#### **IT Services Consultant II**

Possession of certification in related computer technologies as appropriate (e.g. Microsoft, CompTIA A+).

Requires the possession of a valid driver's license.

## **Examples of Physical Activities:**

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IT Services Consultant I/II (Continued)

- Lifting up to 50 pounds at a time.

**Competencies:**

(None)

**Job Code: 195 / 309**

**FLSA Status: Exempt/ Classified**